



King County

VETERANS AND HUMAN SERVICES LEVY 2008 STRATEGY AREA ANNUAL REPORTS

Strategy 5.1 Levy Evaluation and Regional Systems Coordination

OBJECTIVE

A small amount of Levy funding has been allocated to Strategy 5 for evaluation, systems development and related activities. The goal of Strategy 5.1 is to use the Levy's financial and technical resources to promote effective, accountable, and coordinated regional management of housing, health and human service resources.

Activity 5.1 supports the evaluation of the Levy, which is essential in guiding levy investments and policy, and in determining the successes of Levy funded efforts. The evaluation's objectives are as follows:

- Demonstrate the impact and benefits of Levy funded efforts
- Increase our understanding of successful programs and strategies
- Provide insight on process and priorities for policy makers and the community to guide future efforts.

A comprehensive logical framework was developed that encompasses a wide range of diverse programs and objectives – linked to how they meet overall Levy goals. To this end, funds have been allocated to ensure that Levy activities at every level are evaluated for performance, accountability, and lessons learned that inform future Veterans and Human Services policy in King County.

POPULATION FOCUS

Because this activity is focused on the evaluation of all Levy funds, it serves all regional populations that are served by the Veterans and Human Services Levy.

PROGRAM DESCRIPTION

The approaches to evaluation have been framed in the Levy, the subsequent Service Improvement Plan (SIP), and the Evaluation Framework that was developed in Fall 2007. These documents direct staff to use process and outcome evaluation techniques to assess the implementation of the Levy and the long-term results of Levy investments.

Evaluation of the Veterans and Human Services Levy is a major responsibility of the Department of Community & Human Services (DCHS) and its Community Services Division Performance Measurement and Evaluation Unit. Staff members (2.5 FTE) work with every Levy funded program to define measurement standards, ensure data is collected and analyzed, and report results to stakeholders and the people of King County. In addition to conducting evaluations directly, staff coordinates the work of sub-contractors and evaluation consultants to ensure compliance with agreements and performance measurement proposals.

PROGRESS DURING 2008

The lifespan of the levy is January 2006 through December 2011. The Levy directs that the evaluation demonstrate the Levy's value prior to the end of Levy funding.

Evaluation tasks include:

Task	Description	Timeframe
1	Establish evaluation measurement structure and framework	1/06 – 5/08
2	Review projects and implement measurement strategies within contracts	9/07 – 12/08
3	Review process, establish benchmarks, system profiles by strategy area	5/08 – 9/09
4	Publish interim performance reports beginning with the 2008 Annual Report	2/09 – 9/11
5	Release mid-term performance appraisal – Overall Outcomes and Process Evaluation	2/2010
6	Release final Levy process and outcomes conclusions	2/2012

SERVICES PROVIDED

In 2008, the following tasks were accomplished:

Task 1. Establish evaluation measurement structure and framework. In Fall 2007, an overall Veterans and Human Services Levy Evaluation Planning Framework was established by DCHS and Levy consultants. It was then adopted by the Levy's oversight boards. The overall Levy Evaluator was hired beginning January 2008. Throughout Winter and Spring 2008, the Evaluator worked with each procurement strategy and key stakeholders to identify the performance measurement approaches and the expected deliverables for each Levy funded activity. This information was compiled in the form of a matrix. The matrix and overall plan were reviewed by both oversight boards in May 2008 and are posted on the levy Web site.

Task 2. Review projects and implement measurement strategies within contracts. Every procurement plan identifies the objectives, outputs, and outcomes to be achieved by the activity. Evaluation staff reviewed each procurement plan and contract exhibits at implementation to ensure that strategies were appropriate, realistic and meaningful.

Task 3. Review process, establish benchmarks, system profiles by strategy area. Beginning in Summer 2008, staff began the process of creating overall system profiles by strategy area. The first area for review was Strategy 1 (Enhancing services and access for Veterans, Military Personnel, and their Families). Staff developed current data sets from the U.S. Census, Veterans Administration records, and service data from the King County Veterans Program (KCVP) and Washington Department of Veterans Affairs (WDVA). In addition, a post-service client survey was administrated in Fall 2008. The status report and preliminary evaluation are due to be released in 2009.

FOR MORE INFORMATION

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